GLOBAL HORIZON PLUS
TRAINING CENTER



# *Problem Solving & Decision Making Healthcare & Hospitality*

*Amman (Jordan) -*

*20-12-2026*

# Problem Solving & Decision Making Healthcare & Hospitality

Course code: HM49 From: 20-12-2026 Venue: Amman (Jordan) - Course Fees: 3100 £

## Introduction

This Training Course covers a variety of approaches to recognizing a problem and its causes and effects, using a combination of methods to investigate the difficulty in order to make accurate and timely decisions to solve problems, improving the capability to resolve complex, difficult, and stubborn problems, and building efficient and innovative solutions, and observing and judging the implementation of problem-solving solutions.
It will serve as a framework for adhering to hospital national and international standards and qualifications.

## Course Objectives of Healthcare Environmental & Hospitality Services

Training will give you the awareness, devices, and methods to be better at solving problems effectively and efficiently, you will be capable to define the key concepts associated with problem-solving.

### At the end of this course, you will be ready to:

- Explore techniques to allow you to accurately define a problem So, you will be sure you are working on the problem itself  and not the symptoms
- Discover important techniques and methodologies to improve your critical thinking techniques
- Overwhelm barriers to efficient problem-solving and discover quality-based answers
- Know-How to assure adherence to Hospital National and International standards and qualifications

## Course Methodology of Healthcare Environmental & Hospitality Services

The course consists of speeches of the course element, as well as tailored useful exercises to support the participant's practice and integrate the information.

It will be shown in parts, with breaks for participants to ask subjects to improve their knowledge.

participants will have an excuse to train the techniques of the course using case studies or, if they favor, train with a topic or design relevant to their business.

## Organizational Impact of Healthcare Environmental & Hospitality Services

Utilization of the techniques included in Creative Problem Solving & Decision Making for Healthcare Environmental and Hospitality Services will help the organization to get difficult, and obstinate problems, and build efficient and innovative solutions, delivering accurate and timely decisions to solve problems can happen to fit standards, decreasing added costs associated with rework and matters linked to failing to pass solutions right the first time.

## Personal Impact of Healthcare Environmental & Hospitality Services

Delegates will be provide

capable to utilize a combination of paths to analyze the problem to make proper and timely decisions to solve obstacles, improve their capability to resolve involved, difficult, and intractable problems, and build efficient and innovative solutions, Director and evaluate the implementation of resolutions to problems.

## Target Audience of Healthcare Environmental & Hospitality Services

This course is fitting for a wide range of professionals of many organizational levels of Healthcare Environmental and Hospitality Services teams, but will greatly profit

- Service Managers and Transformation Executives
- Supervisors, Team Leaders, and Administrators
- Environmental and Safety professionals
- Quality Management professionals
- Hospitality professionals
- Front Line teams

## Course Outlines of Healthcare Environmental & Hospitality Services

### Day 1

### Problem-Solving & Decision-Making Foundation

- Definitions & Overview
  - Blind Men and Elephant
  - What is Problem Solving
  - What is Decision Making
  - Impact & Benefits of Problem Solving
  - Common pitfalls in problem-solving
  - Critical Success Factors
- Problem Solving Analysis Tools
  - Check Sheet
  - Pareto Analysis (80/20)
  - Cause & Effect Analysis
  - Brainstorming

- Process Mapping
- Control Charts
- Histogram
- 5 Whys
- FMEA

- Decision Making Tools
  - 7 Steps to Effective Decision Making
  - Risk Assessment Matrix
  - Solution Prioritization Matrix
  - Decision-making matrix

## Day 2

## Competency Framework for Problem Solving

- Working together
  - Tuckman's stages of group development
  - Team Member Interaction Styles
  - Stakeholder Management & Engagement
  - Mendelow's Matrix
  - Creative Facilitation
  - Communications, Questioning and Active listening Skills
- Leading Change:
  - ADKAR Change Management Model
  - Political & Bureaucratic Awareness
  - Demonstrating Value
  - Storytelling & Advocacy
- Accelerating Learning
  - Future Acumen
  - Data Literacy & Evidence
  - System thinking

    - Technology Literacy

- Growth Mindset Tools
    - Effective Effort Rubric
    - Mindset Growth Rubric
    - Habits of Mind

## Day 3

## Problem Solving Methodologies

- The Six-Step Problem-Solving Model
    - Define the Problem.
    - Determine the Root Cause(s) of the Problem.
    - Develop Alternative Solutions.
    - Select a Solution.
    - Implement the Solution.
    - Evaluate the Outcome.
- Kepner-Tregoe (K-T) Methodology
    - Situation Appraisal
    - Problem Analysis
    - Decision Analysis
    - Potential Problem Analysis

## Day 4

## Understanding and Using ISO Standards

- Purpose and Scope
    - ISO 9001:2015: Quality Management System
    - ISO 14001: 2015: Environmental Management System
    - ISO 45001:2018: Occupational Health and Safety (OH&S) Management System

- ISO 22000:2018: Food Safety Management

- Annex SL Fundamentals
- Leadership responsibilities and Commitment
- Performance Evaluation and Improvement

## Day 5

## Understanding and Using Hospital National & International Standards

- ### Healthcare Quality Improvements
  - Quality Improvement Methodology (FOCUS-PDSA)
  - Malcolm Baldrige National Quality Award (MBNQA)
  - The IHI Triple Aim - Institute for Healthcare Improvement
  - Healthcare Clinical MicroSystems
  - 5Ps (Purpose, Patient, Professional, Process. Patterns)
  - Six Sigma and Lean Six Sigma
- ### Healthcare Environmental, Health and Safety
  - Healthcare Risk Assessment
  - Hospital Facility Management & Safety Plan
  - Hospital Waste Management Plan
  - Hazardous materials and waste disposal (HAZMAT, MSDS)
- ### Joint Commission International (JCI) Accreditation Standards for Hospitals
  - Quality Improvement and Patient Safety (QPS)
  - Prevention and Control of Infections (PCI)
  - Facility Management and Safety (FMS)
- ### Saudi Central Board for Accreditation of Healthcare Institution (CBAHI) standards
  - Quality Management and Patient Safety (QM)
  - Infection Prevention and Control (IPC)
  - Facility Management Standards (FMS)

- Essential Safety Requirements (ESR)